



Homeless Services Network of Central Florida (HSN) System Eligibility Specialist Position Description

Position:	System Operations Program Assistant
Department:	System Operations
Supervised By:	System Operations Manager
Supervises:	<none>
FLSA Status:	Exempt/Regular/Full-time
Effective Date:	Open Immediately
Salary Range:	\$44,000 - \$48,000

Position Summary

Homeless Services Network (HSN) of Central Florida is committed to the vision of “Everyone making their way home.” HSN’s mission is leading Central Florida’s community-wide effort to end homelessness through collaboration, strategy, capacity building and effective stewardship of knowledge and resources. HSN will accomplish this mission by Delivering excellence in system improvement; ensuring effective resource management; giving trustworthy expertise; while always honoring people.

Under direction of the System Operations Manager, the System Operations Program Assistant is responsible to provide support to Supportive Housing, Coordinated Entry and other initiatives within the HSN system operations team. This position will augment the system-wide supports and processes that improve and enhance the programs offered to people experiencing homelessness in the Central Florida community.

Essential functions include but are not restricted to: essential administrative support for effective and efficient program operations; confirming services provided and referrals into the Homeless Management Information System (HMIS); coordinating training, running data quality and other performance reports.

Skills and Abilities

Excellent verbal and written communication skills with ability to participate in collaborative partnerships; ability to work with minimal supervision and exercise good judgment; management and problem-solving skills; ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; excellent computer skills and familiarity with Excel, Power Points, Google suite; administrative and event planning skills; and standard office computer skills and website development/management; previous experience in HMIS a plus.

Essential Duties and Responsibilities

To perform this job successfully, an individual must perform each essential duty satisfactorily. Reasonable accommodations may enable individuals with disabilities to perform the essential functions.

1. Assist System Operations team with departmental billing, CC/Check requests and other finance related activities, to include Supportive Housing flex-funding and utility allowance requests. Liaise with HSN Fiscal Administration to ensure compliance and efficient workflow.
2. Support team with various data entry, quality assurance activities, and production and submission of periodic reports.

3. Coordinate calendars and scheduling for System Operations Manager and case conferences and staffings with Supportive Housing program participants and providers.
4. Support team with documentation of internal and external department meetings; Training calendars and registrations/tracking; including summary and distribution of notes, publication, follow-up on actions that precede.
5. Support team with Training calendars and registrations/tracking (HSN University); to include providing technical assistance related to scheduling of meetings, improving the process of scheduling and communication around trainings, and providing technical support.
6. Ensure quick resolution of rental/payment concerns in collaboration with Housing Operations and Fiscal Administration that emerge from within supportive housing work.
7. Coordinate with the Director of Communications to ensure that the Homeless Services Network webpage is up to date as it relates to System Operations forms, guides, and ongoing community training.
8. Review and summarize new contracts and print budgets for Binder for easy access and review when needed at Budget meetings.
9. Assist with tracking program participants and data entry in internal spreadsheets and HMIS, as needed. This may include assisting with auditing/clean-up of HMIS to ensure data quality and effective program communication and reporting.
10. Help compile system and agency level data to make data-informed decisions about changes to the system that will improve or enhance system performance.
11. Responsible for completing Homeless Management Information Systems (HMIS) training and demonstrating competency with all client data management tools available to CES.
12. Collaborate with local service agencies and research online resources for system updates, resources for families, changes in forms, guides and policy changes, training updates, community resources.
13. Assist in the development of program resources and tools for use by the System Operations team.
14. Assist Supportive Housing Team in tracking Emergency Housing Vouchers in collaboration with Housing Authorities
15. General office duties and other duties assigned by System Operations Manager

Education and Experience

A Bachelor's degree; an Associate's degree; or two (2) years of commensurate experience. Data entry and report creation experience is preferred.

Individuals who are Veterans or have lived experience are strongly encouraged to apply, even if they don't otherwise meet the criteria.

Qualifications and Requirements

- Interest in and passion for HSN's mission with the ability to promote and communicate HSN's philosophy, mission and values to external and internal stakeholders.
- Familiarity with homelessness, poverty, housing, mental health, recovery and human services.
- Strong relationship builder and communicator with a customer service focus.
- Ability to learn, understand and adhere to HUD guidelines, policies and procedures.
- Ability to work cooperatively and collaboratively with all levels of employees, management, and external agencies to maximize performance, creativity, problem solving, and results.
- Ability to communicate effectively both verbally and in writing.
- Knowledge of and experience in working with HMIS and other spreadsheets and databases.

- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with clients, agencies and funders. The employee will spend significant portions of time in the field, and sometime in the office setting. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing. This is a full-time position requiring 40 hours per week. Additional hours are occasionally required. Work generally occurs Monday through Friday between 9:00 a.m. and 5:00 p.m.

Conditions of Employment

- Provision of satisfactory references and completion of background investigation check
- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work
- Compliance with all HSN Policies and Procedures.

Application Instructions

Interested applicants should submit a cover letter and resume to HSNTeam@hsncfl.org with System Operations Program Assistant in the subject line. Applications will be accepted until the position is filled.

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
